



Your business
is our business.

REDACTED – FOR PUBLIC INSPECTION

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internet: www.jsitel.com, e-mail: jsi@jsitel.com

September 30, 2013

By Hand Delivery

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

**Re: WC Docket No. 10-90, WC Docket No. 11-42
2013 ETC Annual Report of Hart Telephone Company
Study Area Code 220368**

Dear Ms. Dortch:

On behalf of Hart Telephone Company “Hart”, JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission’s rules.¹ Hart seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.² The redacted version is also being filed this date via the FCC’s Electronic Comment Filing System.

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall
JSI Vice President
301-459-7590
jkuykendall@jsitel.com

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

¹ 47 C.F.R. §§ 54.313, 54.422.

² *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	220368
<015> Study Area Name	HART TEL CO
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Melissa Green
<035> Contact Telephone Number: Number of the person identified in data line <030>	706-856-2238
<039> Contact Email Address: Email of the person identified in data line <030>	melissa@hartcom.net

ANNUAL REPORTING FOR ALL CARRIERS	54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting (complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		
<300> Unfulfilled Service Requests (voice) (attach descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)		
<320> Unfulfilled Service Requests (broadband) (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband) (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed 1.7E-4		
<420> Mobile		
<430> Number of Complaints per 1,000 customers (broadband)	<input type="checkbox"/>	<input type="checkbox"/>
<440> Fixed		
<450> Mobile		
<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 220368GA510 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 220368GA610 (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband) (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability (check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<1010> (attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110> (complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers (complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000> (check to indicate certification)	<input type="checkbox"/>
<2005> (complete attached worksheet)	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000> (check to indicate certification)	<input checked="" type="checkbox"/>
<3005> (complete attached worksheet)	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220368
<015>	Study Area Name	HART TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Green
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-856-2238
<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa@hartcom.net
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

[illegible]

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	220368
<015>	Study Area Name	HART TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Green
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-856-2238
<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa@hartcom.net
<810>	Reporting Carrier	Hart Tel Co
<811>	Holding Company	Lintel
<812>	Operating Company	Hart Tel Co

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220368
<015>	Study Area Name	HART TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Green
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-856-2238
<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa@hartcom.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes,No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220368
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<030>	Contact Name - Person USAC should contact regarding this data	Melissa Green
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<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa@hartcom.net

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers**Lifeline****Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220368
<015>	Study Area Name	HART TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Green
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<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa@hartcom.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220368
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<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa@hartcom.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
- <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

- <2012> 2013 Frozen Support Certification
- <2013> 2014 Frozen Support Certification
- <2014> 2015 Frozen Support Certification
- <2015> 2016 and future Frozen Support Certification

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

- <2016> Certification Support Used to Build Broadband

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Connect America Phase II Reporting {47 CFR § 54.313(e)}

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

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(3000) Rate Of Return Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	220368
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<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa@hartcom.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

<p>(3010) Milestone Certification {47 CFR § 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.</p>	<p>Name of Attached Document Listing Required Information</p>	<input type="checkbox"/>
<p>(3012) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)} (3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (3014) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:</p>	<p>Name of Attached Document Listing Required Information</p>	<input checked="" type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)
<p>(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)</p>		<input type="checkbox"/>
<p>(3016) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>		<input type="checkbox"/>
<p>(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation</p>	<p>Name of Attached Document Listing Required Information</p>	
<p>(3018) If the response is no on line 3014, Is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:</p>		<input checked="" type="checkbox"/> (Yes/No)
<p>(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications</p>		<input checked="" type="checkbox"/>
<p>(3020) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>		<input checked="" type="checkbox"/>
<p>(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:</p>		<input checked="" type="checkbox"/>
<p>(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,</p>		<input type="checkbox"/>
<p>(3023) Underlying information subjected to a review by an independent certified public accountant</p>		<input type="checkbox"/>
<p>(3024) Underlying information subjected to an officer certification.</p>		<input type="checkbox"/>
<p>(3025) PDF of Balance Sheet, Income Statement and Statement of Cash Flows</p>		<input type="checkbox"/>
<p>(3026) Attach the worksheet listing required information</p>	<p>Name of Attached Document Listing Required Information</p>	<p>220368GA3026</p>

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	220368
<015> Study Area Name	HART TEL CO
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<030> Contact Name - Person USAC should contact regarding this data	Melissa Green
<035> Contact Telephone Number - Number of person identified in data line <030>	706-856-2238
<039> Contact Email Address - Email Address of person identified in data line <030>	melissa@hartcom.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	220368
<015>	Study Area Name	HART TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Green
<035>	Contact Telephone Number - Number of person identified in data line <030>	706-856-2238
<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa@hartcom.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>John Staurulakis, Inc.</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	John Staurulakis, Inc.
Name of Reporting Carrier:	HART TEL CO
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 09/25/2013
Printed name of Authorized Officer:	Randy Daniel
Title or position of Authorized Officer:	President
Telephone number of Authorized Officer:	706-856-2218
Study Area Code of Reporting Carrier:	220368 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	HART TEL CO
Name of Authorized Agent or Employee of Agent:	John Staurulakis, Inc.
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 09/25/2013
Printed name of Authorized Agent or Employee of Agent:	Bob Ragsdale
Title or position of Authorized Agent or Employee of Agent:	Manager - Regulatory Affairs
Telephone number of Authorized Agent or Employee of Agent:	770-569-2105
Study Area Code of Reporting Carrier:	220368 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”² The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.³ In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”⁴

Hart Telephone Company, Inc. (“Hart”) hereby certifies that it is in compliance with applicable service quality standards and consumer protection rules. Hart is subject to consumer protection obligations under Georgia state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Rules of the Georgia Public Service Commission which discloses rates, and terms and conditions of service to customers (Chapter 515-12-1-.02(5)(a) and .04(5) of the Rules of the Georgia Public Service Commission); (2) adherence to state consumer protection requirements governing telephone providers which require Service Standards (Chapter 515-12-1-.17 and .18 of the Rules of the Georgia Public Service Commission); Customer Billing (Chapter 515-12-1-.04(4) of the Rules of the Georgia

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

² *Id.* at para. 28.

³ *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

⁴ *Id.* at n. 72.

Public Service; and Customer Complaints (Chapter 515-12-1-.08 of the Rules of the Georgia Public Service Commission); (3) truth-in-billing requirements (Chapter 515-12-1-.04(4) of the Rules of the Georgia Public Service Commission); and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Hart Telephone Company, Inc. (“Hart”) hereby certifies that it is able to function in emergency situations as set forth in 47 C.F.R. §54.202(a)(2)¹ and Chapter 515-12-1-.11(4) of the Rules of the Georgia Public Service Commission. Hart’s network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by 47 C.F.R. §54.202(a)(2) and Chapter 515-12-1-.11(4) of the Rules of the Georgia Public Service Commission. Hart can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow Hart to manage traffic spikes throughout its network, as emergency situations require.

Specifically, the central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. Hart has battery backup at the office location and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment.

¹ Section 54.202(a)(2) requires ETCs that are designated by the Commission to “demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.”

SECTION B
GENERAL REGULATIONS

GENERAL SUBSCRIBER SERVICES TARIFF

Section B
Original Sheet 1

General Regulations

- A. Classification of Areas as the Basis for Furnishing Service
- (1) Economical operation of the telephone business, to secure protection to the whole body of rate payers and to the business itself, requires that the property be built and operated in accordance with a definite plan under which specified classes of service are regularly furnished in specified areas or types of areas. The telephone company, therefore, does not undertake to furnish any desired class of service at any desired location nor does it undertake to extend its plant to remote sections where such extension is not warranted by public necessity as distinguished for personal desire, except where adequate protection is afforded.
 - (2) The general plan for furnishing telephone service is based on a classification of areas by types for the general determination of classes of service available, and for the application of rates as follows:
 - (a) Base rate areas are those sections within which the telephone company will furnish the classes of service at rates common to all applicants without the assessment of any charges based on distance. The base rate area should be restricted to the contiguous development sections of the community within which the application of an average rate will not result in unreasonable discrimination through differences in cost. Where more than one base rate area is established in any exchange, the rates applicable in one base rate area may differ from those rates established in another base rate area in the same exchange.
 - (2) Outside the base rate area, by reason of

GENERAL SUBSCRIBER SERVICES TARIFF

Section B
Original Sheet 2

General Regulations

the greater distance and the sparseness of development, multiparty service will be furnished, although such service is not provided in the base rate area. Also, urban classes of service offered inside the base rate area may be provided with the addition of mileage charges computed on the distance from the base rate area boundary. Provisions of such service outside the base rate area is subject to the availability of facilities or the construction or extension of such facilities in accordance with the applicable provisions of this Tariff. In all cases, all classes of service except foreign exchange service will be located within the designated exchange area boundary.

- (3) Consideration of the extension of telephone facilities beyond any area in which a desired service would normally be furnished, is based on the facts in each case. In such cases, the applicant for service may be assessed a construction charge or be required to provide a part of the facilities, or both, as may be agreed upon by the parties, as outlined in the rules and regulations contained in the several sections of this Tariff.

Issued: March 15, 1977

Effective: March 1, 1977

GENERAL SUBSCRIBER SERVICES TARIFF

Section B
1st Revised Sheet 3

General Regulations

B. Applications for Telephone Service

(1) General.

- (a) Applications for telephone service must be made on the Company's prescribed application form, with the signature of the applicant to be kept on file.
- (b) Applications for service become contracts when accepted by the telephone company, or upon the establishment of service. The terms and conditions of such contracts are supplemented by, and subject to, this Tariff for the particular exchange from which service is to be furnished. Any changes in rates, rules or regulations, authorized by the legally constituted authorities, shall act as modification of the contract to that extent, without further notice.
- (c) Where an applicant has any past due and unpaid accounts with the telephone company, however arising from the furnishing to telephone service and facilities under the provisions of this Tariff, the telephone company reserves the right to reject any application for any service until the amount due shall have been paid, as provided in "Advance Payments and Deposits" of this Tariff.
- (d) The telephone company may reject application for any type service, when application is made by another in order to provide service for a person who has any past due and unpaid account with the telephone company or fails to establish credit as covered under Section B Sheet 9 "Establishment of Credit" of this Tariff.

Issued: March 1, 1978

Effective: March 1, 1978

GENERAL SUBSCRIBER SERVICES TARIFF

Section B

First Revised Sheet 4

Cancels Original Sheet 4

General Regulations

C. Application of Rates for Business and Residence Service

(1) General.

(a) Determination as to whether customer's service (as distinguished from public and semi-public service) shall be furnished at business or residence rates is based on the character of use to be made of the service. (T)

(2) Business rates, as described in Section C, apply at the following locations: (T)

(a) In offices, stores, factories and all other places of a strictly business nature.

(b) In boarding houses, except as modified under paragraph (3, part b, offices of hotels, halls and offices of apartment buildings; quarters occupied by clubs or lodges; public, parochial and other private schools or colleges; churches, universities, fraternity and sorority houses, hospitals and other similar institutions.

(c) At residence locations when the customer has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

(d) When the place of business and the residence of the customers are on the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence. (L)
(L)

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- (e) At residence locations when an extension station or extension bell is located in a shop, office or other place of business.
- (f) If any location where the listing of service at that location indicates a business, trade or profession, except as specified under paragraph (3), part C below.
- (3) Residence rates, as described in Section C, apply at the following locations: (T)
 - (a) In private residences where business listings are not provided.
 - (b) In places of a combined business and residence nature provided separate service is installed for business purposes and is charged for at business rates; and, provided further, that the residence service is installed in that part of the premises used primarily for residential purposes.
 - (c) In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for boarders or which furnish meals to less than ten boarders, provided business listings are not furnished.
 - (d) In the place of residence of a clergyman, physician, nurse, veterinary surgeon, dentist or other medical or professional practitioner, provided the customer does not maintain an office in his residence.

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D. Initial Contract Periods

(1) General.

Except as hereinafter provided, the initial (or minimum) contract period for all services and facilities is one month at the same location.

(2) Directory listings and joint user service.

(a) The length of contract period for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the customers to the day the succeeding directory is first distributed to customers.

(b) The length of contract period for directory listings and joint user service where the listing does not appear in the directory shall be one month. Such listings may be discontinued any time after the expiration of the initial contract period upon notification to the telephone company and prior to the closing date of the telephone directory. If notification of discontinuance of the listing or joint user service is not received by the telephone company prior to the directory closing date, the contract period shall be that of the new directory.

(3) Private branch exchange service.

(a) Contracts for private branch exchange systems are stated in each contract.

(b) In case of termination of the contract before the expiration of the initial contract period, termination charges prescribed elsewhere in this Tariff will apply.

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- (c) When applications are received for additional trunks or stations to be connected with a private branch exchange system, such additional trunks or stations are to be covered by contracts for initial periods of one month.

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E. Advance Payments

- (1) Applications for telephone service may be required to pay the service connection charges as prescribed and specified in other sections of this Tariff, in advance.
- (2) Applications for telephone service may also be required to make an advance payment equal to the first month's charges for exchange service, equipment, facilities, mileage, listings and joint user service.
- (3) In addition to the advance payment specified in the preceding paragraph, an applicant for telephone service, the furnishing of which involves an unusual installation expense, may if it is deemed necessary by the telephone company in safeguarding its interests, be required to make an advance payment of such proportion of the estimated cost as is to be borne by the applicant in addition to such service connection charges as are applicable.
- (4) The amount of any advance payment collected because of unusual installation expense is credited to the applicant's account as applying against the construction or installation charge. If the amount of such advance payment collected is in excess of the proportion of such cost to be borne by the applicant, the amount of the excess is either returned to the customer or credited to his account.

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F. Deposits

- (1) Amount; receipt; interest. Amended

No utility shall require a cash deposit to establish or reestablish credit in an amount in excess of two-and-one-half twelfths of the estimated charge for the service for the ensuing twelve months; and, in the case of seasonal service, in an amount in excess of one-half of the estimated charge for the service for the season involved. In the event the utility furnishes equipment to the subscriber in connection with the communications service, the utility may require, in addition to the above deposit, a security deposit in an amount up to 30% of the value of the equipment furnished. (T)

- (a) Upon receiving a cash deposit and if re-requested, the utility shall furnish to the applicant for service or customer, a receipt showing; the date thereof; the name of the applicant or customer and the current billing address; the service to be furnished; and the amount of the deposit and the rate of interest to be paid there-on.

- (b) Each utility shall pay interest on a deposit at the rate of 7% per annum, effective April 1, 1980. Interest on a deposit shall accrue annually and if requested, shall be annually credited to the next bill for service following the accrual date. A utility shall not be required to pay interest on a deposit held less than ninety days after discontinuance of service, if during such period the utility has made a reasonable effort to refund the deposit. Each utility shall comply with Georgia Unclaimed Property Act for all unclaimed deposits.

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(2) Refund of deposit.

- (a) After discontinuance of service and follow-
rendition of final bill, the utility shall
promptly and automatically refund the cus-
tomer's deposit plus accrued interest, or
the balance, if any, in excess of the un-
paid bills for service furnished by the
utility. A transfer of service from one
premise to another within the service area
of the utility shall not be deemed a discon-
tinuance within the meaning of these Rules.
- (b) After the customer has paid bills for ser-
vice for twelve consecutive bills without
having had service discontinued for non-
payment of bill or had more than one occa-
sion in which a bill was not paid within
the period prescribed by the regulations
of the utility on file with the Commission,
and the customer is not then delinquent
in the payment of his bills, the utility
shall annually and automatically refund
the deposit plus accrued interest. De-
posits maturing under this section for
refund and falling on other than the com-
pany's normal annual refund date will be
promptly returned to the customer upon re-
quest. If the customer has had service
discontinued for non-payment of his bill
or had more than one pastdue bill for such
period, the utility shall thereafter re-
view the account every twelve billings and
shall promptly and automatically refund the
deposit plus accrued interest after the
customer has not had service discontinued
for non-payment of bill or had more than
one such pastdue bill during the twelve
billings prior to any review and is not
then delinquent in the payment of his bills.
- (c) The utility shall promptly return the de-
posit plus accrued interest at any time

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By: J. Lee Barton
Secretary-Treasurer

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upon request, if the customer's credit has been otherwise established in accordance with Paragraph (2) of these Rules.

(3) Record of deposit.

Each utility holding a cash deposit shall keep a record thereof until the deposit is refunded. The record shall show: the name and current billing address of each depositor; the amount and date of the deposit; and each transaction concerning the deposit.

(4) Appeal by applicant or customer.

Each utility shall direct its personnel engaged in initial contact with an applicant for service or customer, seeking to establish or reestablish credit under the provisions of the Rules, to inform him, if he expresses dissatisfaction with the decision of such personnel, of his right to have the problem considered and acted upon by supervisory personnel of the utility. Each utility shall further direct such supervisory personnel to inform such an applicant or customer who expresses dissatisfaction with the decision of such supervisory personnel and request governmental review, of his right to have the problem, reviewed by the Commission and shall furnish him the address and telephone number of the Commission.

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G. Subscriber's Contracts

(1) General.

The rules and regulations specified herein are in addition to the rules and regulations contained in other paragraphs of this section or other parts of this Tariff. Telephone equipment and facilities are furnished for the use of the subscriber, employees, agents or representatives of the subscriber or members of the subscriber's domestic establishment except in connection with pay stations telephone service.

(2) Equipment property of telephone company.

Equipment, instruments and lines furnished by the telephone company on the premises of a customer or authorized user of the telephone company are the property of the telephone company and are provided upon the condition that such equipment, instruments and lines, except as expressly provided in this Tariff, must be installed, relocated and maintained by the telephone company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment apparatus and lines on the subscriber's premises, or upon termination or cancellation of the service, to remove such instrument and lines. Such equipment shall not be used for any toll or consideration to be paid by any other person transmitting, delivering or collecting any message, where any toll or consideration has been or is to be paid any party other than the telephone company, without written consent of the Company. Subscribers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the telephone company, except upon the written consent of the Company.

(3) Foreign attachments.

All line, equipment and apparatus necessary for the

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provision of a particular service are furnished by the telephone company and except where specific permission in writing is given by the telephone company and, except as expressly provided in this Tariff, no line, instrument, appliance or apparatus not furnished by the telephone company shall be connected with, attached to or in any way, whether physically, by induction or otherwise, used in connection with facilities of the telephone company. In case any line, instrument, appliance or apparatus other than that furnished by the telephone company is attached to or connected with any line, equipment or apparatus of the telephone company, whether physically, by induction or otherwise, except as expressly provided in this Tariff, the telephone company reserves the right to remove such instruments, appliance, apparatus or connection or to suspend or disconnect service without any claim on the part of subscriber or to charge a rate equal to charges made for like company owned equipment and service. In this case the telephone company is not responsible for maintenance of subscriber equipment.

- (4) Conditions on answering and recording devices. Use of telephone company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:

- (a) For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service; and in addition the

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address at which the service is provided, unless the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.

- (b) Private telephone numbers will not be furnished for use with recorded public announcements.
- (c) Failure to comply with the provisions of this Tariff shall be cause for termination of the service.
- (5) Telephone numbers and subscriber rights.
The subscriber has no property rights in the telephone number or any right to continuance of service through and certain central office and the telephone company may change the telephone number or the central designation whenever it deems it desirable in the conduct of its business.
- (6) Termination of party line.
When party line service is furnished the telephone company reserves the right to cancel any party line contract upon thirty day's notice, whenever in the judgment of the Company the use by the subscriber bound under the contract is such, from excessive conversation or other causes, as to interfere with the reasonable use of others connected with the same line.
- (7) Advance billing.
The subscriber shall pay monthly in advance or on demand all charges for exchange service and equipment and shall pay on demand all charges for toll service. The subscriber assumes responsibility for all charges for exchange service and toll messages originating at the subscriber's station, and for all toll messages received at the subscriber's station on which the charges have been reserved with the consent of the person called.

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(8) Suspension of service.

In the event of a proposed disconnection of residential basic service only, the following procedures shall apply:

- (a) No basic residential service shall be disconnected for local service charge until at least 29 days from the date of the bill.
- (b) No residential service can be disconnected for local service charges unless the utility has given the affected customer a written notice of the proposed disconnection at least five (5) days before the proposed date of disconnection. The notice must include:
 - (1) The final payment date of the amount due;
 - (2) The reason for the disconnection, including the unpaid balance due;
 - (3) A telephone number which the customer may call for information about the proposed disconnection; and
 - (4) The procedure for medical emergencies, as hereinafter described.
- (c) If contract with the customer was not previously made and notice of the disconnection was by mail or by leaving it at the premises, the utility must make a good faith effort to contact the customer at least two (2) days before the proposed disconnection.
- (d) Service shall not be disconnected for non-payment of local service charges to a residential customer who has a serious illness which would be aggravated by said discontinuation, provided that the customer notifies the utility of this condition in writing, or orally and within ten (10) days of giving such initial notice furnishes to the utility a written statement from a physician, county board of health, hospital, or clinic identifying the illness and its expected duration, and certifying that the illness and its expected duration, and certifying that the illness would be aggravated by such discontinuance.

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In such event, the proposed disconnection shall be held in abeyance for the shorter or either the length of the illness or one month from the date of such initial notice, and the customer may renew the postponement period one additional time by repeating the aforementioned procedure. If there is a dispute regarding the existence of a serious illness, the case maybe referred to the Commission for final determination.

- (e) In the case of a disputed bill for basic local exchange residential service, the customer shall have the right, after all remedial measures with the utility have failed, to request in writing, or orally to be followed by a request in writing, that the Commission investigate the dispute before residential service may be disconnected. Such request must be made within ten (10) days after the date of the disputed bill.
- (f) No consumer may be disconnected for unpaid residential local service if the customer notifies the telephone company between the date of receiving a notification of the proposed disconnection of service and the date set for disconnection and agrees to pay the unpaid balance for service previously provided in equal installments over the consecutive billing months immediately following said notice. Further, the consumer agrees to pay future bills and the installments by the date due. However, if a consumer has received a notice of intent to disconnect, at any time prior to the time when the consumer is once again current in his billings for service previously provided, if the consumer makes toll calls exceeding \$10.00 in any thirty (30) day period, the telephone company shall have the right to immediately and without further notice, disconnect telephone service to that consumer. Similarly, if the consumer fails to make any agreed upon payment as set forth immediately above, the company may disconnect service without further notice.

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- (9) Transmission errors.
In view of the possibility of errors and difficulties in the transmission of messages by telephone and the impossibility of fixing in all cases the causes thereof, the telephone company cannot guarantee uninterrupted working of its lines and instruments. The customer shall render the telephone company free of all liability due to delay of installation, interruption of service, and/or malfunction of equipment during installation of equipment or thereafter.
- (10) Return of equipment.
Equipment furnished by the telephone company shall, upon termination of service for any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof expected.
- (11) Use of equipment in hazardous locations.
No liability shall attach to the telephone company from damages alleged to have arisen from the use of the Company's service and equipment in explosive atomshperes or at outdoor or other locations, which in its judgment are not suitable for the location of its service and facilities, unless such protective equipment or special device as may be available for use in such locations is subscribed for. The telephone company will provide such protective equipment, when available, upon the express condition that protection is not guarnateed and that no liability shall attach to the Company for any damages alleged to have arisen in connection with the use of such equipment. Where service is to be established at a location that would involve undue hazards to employees of the telephone company, the customer may

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By: J. Lee Barton
Vice President

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be required to install and maintain equipment and facilities in a manner satisfactory to the telephone company, the remuneration to be based on the conditions involved.

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Executive Secretary
Ga. Public Service Commission

H. Unsolicited Facsimile Violations

(1) General.

Pursuant to the requirements of Official Code of Georgia Annotated (OCGA) Section 46-5-25, the telephone service of any subscriber terminating at the location of a facsimile machine which is used or operated in violation of the provisions set forth following shall be subject to disconnection if the violation does not cease within 10 days from the date of delivery shown on the return receipt of the certified letter mailed by the Company to the subscriber notifying the subscriber of the violation. A copy of this letter shall also be sent to the Georgia Public Service Commission.

- (a) It shall be a violation for any subscriber to initiate the transmission of, employ or direct another to initiate the transmission of, or contract for the initiation of the transmission of an unsolicited facsimile message for the commercial purpose of advertising or offering the sale, lease, rental, or gift of any goods, services, or real personal property.
- (b) Paragraph 1, preceding shall not apply where the recipient has consented to the receipt of one or more telefacsimile messages or where there exists a prior contractual or business relationship between the recipient and the initiator or the initiator's principal.

The exception provided for in the preceding paragraph shall not apply where the recipient has notified the initiator or the initiator's principal that the recipient does not wish to receive further telefacsimile messages from the initiator or the initiator's principal.

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President

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J. Late Payment Charge

(N)

A late payment charge of one and one half percent (1.5%) will be applied to each customer's bill when the previous month's bill has not been paid in full by the billing due date.

(N)

GENERAL SUBSCRIBER SERVICES TARIFF

Hart Telephone Company

Section B
Original Sheet 22**GENERAL REGULATIONS****K. Third-Party Service Providers**

Pursuant to the requirements of Official Code of Georgia Annotated (O.C.G.A.) Section 46-5-171.1, prior to Company billing for a third-party, Company must have a signed authorization from end user. The requesting third-party must obtain signed authorization from end user and provide to Company before any billing is performed. The third-party service provider must provide to Company the following before billing is performed:

1. Explanation of the product/service being offered.
2. Explicit end user customer acknowledgment that said charges will be assessed via the telephone bill.
3. Information related to whom to call (and the appropriate toll-free telephone number) for inquiries.

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G.P.S.C.

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GENERAL SUBSCRIBER SERVICES TARIFF**Hart Telephone Company****Section C
Fifteenth Revised Page 2
Cancels Fourteenth Revised Page 2**

Basic Local Exchange Service**C. Basic Local Exchange Rates**

- (1) Definitions
 - (a) Network Access Charge – the recurring monthly residential or business service that accounts for network services through the protector.
- (2) Monthly Basic Local Exchange Rates as authorized by the Georgia Public Service Commission are shown below:

<u>Network Access Charge</u>	<u>Monthly Charge</u>	
Residence	\$19.20	(I)
Single Line Business	\$28.80	

Hart Telephone Company Section D**Second Revised Sheet 8
Cancels First Revised Sheet 8**

SERVICE CHARGES**H. LOW-INCOME PROGRAM****(C)**

The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers a low-income assistance program. This program, Lifeline Assistance, is offered under the terms and conditions provided below:

I. Lifeline Assistance**A. General**

Lifeline Assistance is a non-transferable retail service offering for which qualifying low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for voice telephony service that includes the following services: voice-grade access to the public switched network or its functional equivalent; local usage; access to emergency services; and toll limitation.

B. Regulations

Subscribers are eligible for Lifeline Assistance if:

1. The subscriber's household income is at or below 135 percent of the Federal Poverty Guidelines, or
2. The subscriber, or one or more of the subscriber's dependents or the subscriber's household, receives benefits from at least one of the following qualifying programs:

Medicaid;

Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps;

Supplemental Security Income (SSI);

Federal Public Housing Assistance;

Low-Income Home Energy Assistance Program (LIHEAP);

National School Lunch Program's free lunch program;

Temporary Assistance for Needy Families (TANF);

Low Income Senior Citizens discount plan offered by a local gas or power company

3. Other eligibility requirements may be established by the Commission

(C)

SERVICE CHARGES

H. LOW-INCOME PROGRAM (Cont'd)

(C)

I. Lifeline Assistance (Cont'd)

B. Regulations (Cont'd)

4. Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that s/he receives benefits under a program outlined in sub-paragraphs (B)(1) through (B)(3), above, and must, on that same document, agree to notify the Company if s/he ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.
5. A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.
6. Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Company first demonstrates to the Commission that the Company would incur substantial costs, that the Company offers toll limitation without charge, and that telephone subscribership among low-income subscribers in the Company's service area is greater than or equal to the national subscribership rate for low-income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in Georgia. The Company shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of the waiver process, and to implement a waiver, if granted. The Company may reapply for the waiver as necessary.
7. The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company, where available or if the qualifying low-income subscriber elects a calling plan that does not distinguish between toll and non-toll calls in its pricing. If toll blocking is unavailable, then the Company may charge a service deposit.

(C)

SERVICE CHARGES

H. LOW-INCOME PROGRAM (Cont'd)

(C)

I. Lifeline Assistance (Cont'd)

- C. Effective August 1, 2012, the Lifeline credit available to an eligible customer in Georgia is equal to the total of federal support as established by the Federal Communications Commission. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.
- D. The Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal Subscriber Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.
- E. To be eligible for Lifeline Assistance, qualifying customers must subscribe to a flat-rate basic local exchange service offering that is made available in the Company's service area.
- F. Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

(C)

REDACTED – FOR PUBLIC INSPECTION

HART TELEPHONE COMPANY (SAC 220368)

ATTACHMENT - LINE 3026

ATTACHMENT REDACTED IN ENTIRETY